CONSOLIDATED INFORMATION TECHNOLOGY SERVICES
TASK ASSIGNMENT (TA)

1. **TITLE:** (B702) Technology Infusion and Support

TA No: 164-Rev5

Task Area Monitor: **Alternate Task Area Monitor:**   None

NASA POC: **Software Control Class:**   Low Control

Type of Task: Recurring Task

2. **BACKGROUND**

NASA Langley has rapidly changing requirements regarding the use of technology to provide data integration, information dissemination and other critical information technology elements. Often projects require quick turnaround and intense work to meet the requirements and the deadlines. This kind of work requires a close relationship with the organization providing this kind of support to the Center. This task will provide the mechanism to meet these types of situations.

3. **OBJECTIVE**

The work performed on this task will allow the OCIO to provide new technology solutions to the Center based on ever-changing and developing needs. The work will be in the areas of delivery of content and information via the web in new and innovative ways. It will include researching and reporting on the value of many of these new technologies and providing alternatives that would provide the service at a lower total cost of ownership.

This task will focus on providing back-end solutions as well as the customer interface. The solutions will need to be such that long-term maintenance has been addressed and the solution does not require long-term commitments.

4. **GENERAL IT SUPPORT SERVICES**

Customer Support and IT Consultation and Training:
Contractor may be asked to attend specialized conferences or training to assist in evaluating current and emerging technologies and techniques in the area of web and database use.

General IT Support Services Performance Metrics
Performance Standard: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

    Exceeds: "Meets" and customers rate service as very-good to excellent.

    Meets: Response to requests for help is given within two hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

    Fails: Customers rate service as unsatisfactory

Performance Standard: All Task Plan deliverables are provided and meet all task requirements and acceptance criteria.

Performance Metrics:

    Exceeds: All deliverables meet all task requirements and are accepted by the customer with no problems reported.

    Meets: All deliverables meet all task requirements and are accepted after minor problems are reported and fixed.

    Fails: Any deliverable is completely rejected by the customer.

Performance Standard: Assigned activities are accomplished satisfactorily and within the pre-determined schedule.

Performance Metrics:

    Exceeds: All assigned activities are accomplished satisfactorily on or ahead of the pre-determined schedule. Suggestions are made and acted on that lead to advancements towards the goals of the project.

    Meets: Any deficiencies or slippage in one or more activities are offset by improvements or gains in other activities.

    Fails: Deficiencies or slippage in assigned activities have had a detrimental effect on the objectives of the project.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: Technology Infusion

LaRC Manager: John Evans

Work Area Description: Work will include development of new solutions utilizing knowledge and expertise in the following areas:
Streaming Video - all formats
SMIL
XML and XHTML
Utilization of RSS
Podcasting
Flash development and ActionScripting
PERL - web development, database integration and scripting
SQL database programming

MySQL database
Content Management Systems
Open Source software

This set of knowledge will be used to develop web-based solutions for data management, information dissemination, and content management.

Work Area Requirements: Working knowledge of the LaRC web and database environment
Working knowledge of the policies and procedures for NASA web development and standards.
Working knowledge of:
Flash
RSS
XML and XHTML
PERL
Actionscripting
SMIL
HTML
SQL
MySQL
Open Source Content Management Systems

Work Area Title: NAMS Support

LaRC Manager: Debra Hurst

Work Area Description: Support LaRC's NASA Account Management System (NAMS) project. This project provides a secure, consistent, expedient and accurate account management environment across NASA. The implementation of NAMS will improve security and auditing capabilities, and it will reduce the cost of managing accounts within networks, applications, databases, and systems across NASA Centers and facilities.

Work Area Requirements: Working knowledge of the LaRC applications and Sun's IdM applications.

Working knowledge of the policies and procedures for NASA web development and standards.

Work Area Title: Hybrid Laminar Flow Crossflow (HLFC) support

LaRC Manager: Cathy Cronin

Work Area Description: The HLFC wind tunnel data is important to the Agency and Center. In this work area, the contract will create a web interface to access this wind tunnel data in its raw format. This web interface will allow researchers the ability to select and download specific data.

Work Area Requirements: Working knowledge of the LaRC web and database environment.
Working knowledge of the policies and procedures for NASA web development and standards.
Working knowledge of:
PHP
MySQL
SQL

7. **Exhibit A**

None required.

8. **SPECIAL SECURITY REQUIREMENTS**

None required.

9. **SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

None required.

10. **JOINT REVIEW SCHEDULE**

TAM and contractor shall meet weekly to discuss progress, plans, issues and other items. Minutes will be taken and saved to the ISB folder on NX.

11. **PERIOD OF PERFORMANCE**

This TA is effective from 09/16/05 to 04/27/09

12. **TECHNICAL PERFORMANCE RATING**

Quality is more important that timeliness but many of the activities on this task will be required to be on a quick turn-around so timeliness is still weighted fairly heavily.

   Quality: 60%   Timeliness: 40%

13. **RESPONSE REQUIREMENTS**

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. **FUNDING INFORMATION**

Funding has not been entered for this TA.

15. **MILESTONES**

None required.

16. **DELIVERABLES**

None required.

17. **FILE ATTACHMENTS**

None.